

## Northwood Animal Hospital



Date of Survey: Oct 1, 2018

First name: last name: Email:

Phone:

Question	Answer
The interior of the Hospital is clean, organized, comfortable, and has good fragrance.	5 - Strongly agree
The appearance of our healthcare team was professional and clean.	4 - Agree
The greeting you and your pet received upon check-in was friendly and courteous.	4 - Agree
The healthcare team treated you and your pet with care and compassion.	5 - Strongly agree
I clearly understood everything I learned in the visit and have no additional questions.	5 - Strongly agree
The Veterinarian listened to my concerns and answered my questions.	5 - Strongly agree
Did the receptionist team upon checking in verified all your contact information prior to the start of your appointment?	1 - Strongly disagree
How likely is it that you will recommend us to a friend or colleague?	10 - Extremely likely

Comments: Sweet to animals

## Northwood Animal Hospital



Date of Survey: Oct 5, 2018

First name: last name: Email:

Phone:

Question	Answer
The interior of the Hospital is clean, organized, comfortable, and has good fragrance.	5 - Strongly agree
The appearance of our healthcare team was professional and clean.	5 - Strongly agree
The greeting you and your pet received upon check-in was friendly and courteous.	5 - Strongly agree
The healthcare team treated you and your pet with care and compassion.	5 - Strongly agree
I clearly understood everything I learned in the visit and have no additional questions.	5 - Strongly agree
The Veterinarian listened to my concerns and answered my questions.	0 - N/A
Did the receptionist team upon checking in verified all your contact information prior to the start of your appointment?	5 - Strongly agree
NEW CLIENTS ONLY: Did you receive a new client welcome gift goodie bag for your pet?	0 - N/A
How likely is it that you will recommend us to a friend or colleague?	8

Comments: My little boy is recognized and treated very well even though he is not always the best patient. But they are patient with him and seem to understand him, and that makes me feel good.

## Northwood Animal Hospital



Date of Survey: Oct 5, 2018

First name: Wendy Last name: Walker Email:

Phone:

Question	Answer
The interior of the Hospital is clean, organized, comfortable, and has good fragrance.	5 - Strongly agree
The appearance of our healthcare team was professional and clean.	5 - Strongly agree
The greeting you and your pet received upon check-in was friendly and courteous.	5 - Strongly agree
The healthcare team treated you and your pet with care and compassion.	5 - Strongly agree
I clearly understood everything I learned in the visit and have no additional questions.	5 - Strongly agree
The Veterinarian listened to my concerns and answered my questions.	0 - N/A
Did the receptionist team upon checking in verified all your contact information prior to the start of your appointment?	5 - Strongly agree
How likely is it that you will recommend us to a friend or colleague?	10 - Extremely likely

Comments: Always clean, professional and they take excellent care of my fur and feather babies!

## Northwood Animal Hospital



Date of Survey: Oct 7, 2018

First name: Martha Ellen Last name: Ward Email:

Phone:

Question	Answer
The interior of the Hospital is clean, organized, comfortable, and has good fragrance.	5 - Strongly agree
The appearance of our healthcare team was professional and clean.	4 - Agree
The greeting you and your pet received upon check-in was friendly and courteous.	4 - Agree
The healthcare team treated you and your pet with care and compassion.	4 - Agree
I clearly understood everything I learned in the visit and have no additional questions.	4 - Agree
The Veterinarian listened to my concerns and answered my questions.	4 - Agree
Did the receptionist team upon checking in verified all your contact information prior to the start of your appointment?	4 - Agree
How likely is it that you will recommend us to a friend or colleague?	10 - Extremely likely

Comments: I THINK YOUR PRICES ARE EXTREMELY HIGH.

## Northwood Animal Hospital



Date of Survey: Oct 7, 2018

First name: Martha Ellen Last name: Ward Email:

Phone: .....

### Question

### Answer

The interior of the Hospital is clean, organized, comfortable, and has good fragrance.

5 - Strongly agree

The appearance of our healthcare team was professional and clean.

4 - Agree

The greeting you and your pet received upon check-in was friendly and courteous.

4 - Agree

The healthcare team treated you and your pet with care and compassion.

4 - Agree

I clearly understood everything I learned in the visit and have no additional questions.

4 - Agree

The Veterinarian listened to my concerns and answered my questions.

4 - Agree

Did the receptionist team upon checking in verified all your contact information prior to the start of your appointment?

4 - Agree

How likely is it that you will recommend us to a friend or colleague?

10 - Extremely likely

Comments: I THINK YOUR PRICES ARE EXTREMELY HIGH.

## Northwood Animal Hospital



Date of Survey: Oct 7, 2018

First name: Alan Last name: Gardner Email: Phone:

### Question

### Answer

The interior of the Hospital is clean, organized, comfortable, and has good fragrance.

Answer

The appearance of our healthcare team was professional and clean.

4 - Agree

The greeting you and your pet received upon check-in was friendly and courteous.

4 - Agree

The healthcare team treated you and your pet with care and compassion.

4 - Agree

I clearly understood everything I learned in the visit and have no additional questions.

4 - Agree

The Veterinarian listened to my concerns and answered my questions.

3 - Neutral

4 - Agree

Did the receptionist team upon checking in verified all your contact information prior to the start of your appointment?

4 - Agree

NEW CLIENTS ONLY: Did you receive a new client welcome gift goodie bag for your pet?

5 - Strongly agree

How likely is it that you will recommend us to a friend or colleague?

10 - Extremely likely

Comments: Serious about you and the pet

## Northwood Animal Hospital



Date of Survey: Oct 8, 2018

First name: teresa Last name: billings Email:

Phone: . . . . .

Question	Answer
The interior of the Hospital is clean, organized, comfortable, and has good fragrance.	4 - Agree
The appearance of our healthcare team was professional and clean.	4 - Agree
The greeting you and your pet received upon check-in was friendly and courteous.	4 - Agree
The healthcare team treated you and your pet with care and compassion.	4 - Agree
I clearly understood everything I learned in the visit and have no additional questions.	4 - Agree
The Veterinarian listened to my concerns and answered my questions.	4 - Agree
Did the receptionist team upon checking in verified all your contact information prior to the start of your appointment?	4 - Agree
NEW CLIENTS ONLY: Did you receive a new client welcome gift goodie bag for your pet?	4 - Agree
How likely is it that you will recommend us to a friend or colleague?	8

Comments: a little expensive .... but very accommodating, understanding and quickly takes care of the issue.

## Northwood Animal Hospital



Date of Survey: Oct 10, 2018

First name: Karen Last name: Gomes Email:

Phone: . . . . .

Question	Answer
The interior of the Hospital is clean, organized, comfortable, and has good fragrance.	5 - Strongly agree
The appearance of our healthcare team was professional and clean.	5 - Strongly agree
The greeting you and your pet received upon check-in was friendly and courteous.	5 - Strongly agree
The healthcare team treated you and your pet with care and compassion.	5 - Strongly agree
I clearly understood everything I learned in the visit and have no additional questions.	5 - Strongly agree
The Veterinarian listened to my concerns and answered my questions.	5 - Strongly agree
Did the receptionist team upon checking in verified all your contact information prior to the start of your appointment?	5 - Strongly agree
How likely is it that you will recommend us to a friend or colleague?	10 - Extremely likely

Comments: Everyone at Northwood animal hospital treats us like we are part of the family. Everyone is always friendly and courteous. They make my dog feel special.

Northwood Animal Hospital



Date of Survey: Oct 11, 2018

First name: Amy Last name: Jarozewski Email:

Phone:

Question	Answer
The interior of the Hospital is clean, organized, comfortable, and has good fragrance.	5 - Strongly agree
The appearance of our healthcare team was professional and clean.	5 - Strongly agree
The greeting you and your pet received upon check-in was friendly and courteous.	5 - Strongly agree
The healthcare team treated you and your pet with care and compassion.	5 - Strongly agree
I clearly understood everything I learned in the visit and have no additional questions. The Veterinarian listened to my concerns and answered my questions.	5 - Strongly agree
Did the receptionist team upon checking in verified all your contact information prior to the start of your appointment?	5 - Strongly agree
How likely is it that you will recommend us to a friend or colleague?	10 - Extremely likely

Comments:

Northwood Animal Hospital



Date of Survey: Oct 12, 2018

First name: Last name: Email:

Phone:

Question	Answer
The interior of the Hospital is clean, organized, comfortable, and has good fragrance.	5 - Strongly agree
The appearance of our healthcare team was professional and clean.	5 - Strongly agree
The greeting you and your pet received upon check-in was friendly and courteous.	5 - Strongly agree
The healthcare team treated you and your pet with care and compassion.	5 - Strongly agree
I clearly understood everything I learned in the visit and have no additional questions.	5 - Strongly agree
The Veterinarian listened to my concerns and answered my questions.	5 - Strongly agree
Did the receptionist team upon checking in verified all your contact information prior to the start of your appointment?	5 - Strongly agree
How likely is it that you will recommend us to a friend or colleague?	10 - Extremely likely

Comments:

## Northwood Animal Hospital



Date of Survey: Oct 15, 2018

First name: Carol Last name: Phillips Email:

Phone:

### Question

### Answer

The interior of the Hospital is clean, organized, comfortable, and has good fragrance.

5 - Strongly agree

The appearance of our healthcare team was professional and clean.

5 - Strongly agree

The greeting you and your pet received upon check-in was friendly and courteous.

5 - Strongly agree

The healthcare team treated you and your pet with care and compassion.

5 - Strongly agree

I clearly understood everything I learned in the visit and have no additional questions.

5 - Strongly agree

The Veterinarian listened to my concerns and answered my questions.

5 - Strongly agree

Did the receptionist team upon checking in verified all your contact information prior to the start of your appointment?

4 - Agree

NEW CLIENTS ONLY: Did you receive a new client welcome gift goodie bag for your pet?

0 - N/A

How likely is it that you will recommend us to a friend or colleague?

7

Comments:

## Northwood Animal Hospital



Date of Survey: Oct 15, 2018

First name: Last name: Email:

Phone:

### Question

### Answer

The interior of the Hospital is clean, organized, comfortable, and has good fragrance.

4 - Agree

The appearance of our healthcare team was professional and clean.

4 - Agree

The greeting you and your pet received upon check-in was friendly and courteous.

3 - Neutral

The healthcare team treated you and your pet with care and compassion.

5 - Strongly agree

I clearly understood everything I learned in the visit and have no additional questions.

5 - Strongly agree

The Veterinarian listened to my concerns and answered my questions.

4 - Agree

Did the receptionist team upon checking in verified all your contact information prior to the start of your appointment?

5 - Strongly agree

NEW CLIENTS ONLY: Did you receive a new client welcome gift goodie bag for your pet?

0 - N/A

How likely is it that you will recommend us to a friend or colleague?

10 - Extremely likely

Comments:

## Northwood Animal Hospital



Date of Survey: Oct 15, 2018

First name: Connie Last name: Loy Email:

Phone:

Question	Answer
The interior of the Hospital is clean, organized, comfortable, and has good fragrance.	5 - Strongly agree
The appearance of our healthcare team was professional and clean.	5 - Strongly agree
The greeting you and your pet received upon check-in was friendly and courteous.	5 - Strongly agree
The healthcare team treated you and your pet with care and compassion.	5 - Strongly agree
I clearly understood everything I learned in the visit and have no additional questions.	5 - Strongly agree
The Veterinarian listened to my concerns and answered my questions.	5 - Strongly agree
Did the receptionist team upon checking in verified all your contact information prior to the start of your appointment?	5 - Strongly agree
How likely is it that you will recommend us to a friend or colleague?	10 - Extremely likely

Comments: NAH has been the vet for our pets since 2006. They are phenomenal with their treatment of our dog-loving, gentle, and kind. I will highly recommend NAH to everyone I meet looking for a vet!

## Northwood Animal Hospital



Date of Survey: Oct 22, 2018

First name: Amy Last name: Saylor Email:

Phone:

Question	Answer
The interior of the Hospital is clean, organized, comfortable, and has good fragrance.	4 - Agree
The appearance of our healthcare team was professional and clean.	4 - Agree
The greeting you and your pet received upon check-in was friendly and courteous.	4 - Agree
The healthcare team treated you and your pet with care and compassion.	4 - Agree
I clearly understood everything I learned in the visit and have no additional questions.	4 - Agree
The Veterinarian listened to my concerns and answered my questions.	4 - Agree
Did the receptionist team upon checking in verified all your contact information prior to the start of your appointment?	4 - Agree
How likely is it that you will recommend us to a friend or colleague?	8

Comments:

## Northwood Animal Hospital



Date of Survey: Oct 22, 2018

First name: Jimmy last name: Plowden Email:

Phone:

Question	Answer
The interior of the Hospital is clean, organized, comfortable, and has good fragrance.	5 - Strongly agree
The appearance of our healthcare team was professional and clean.	5 - Strongly agree
The greeting you and your pet received upon check-in was friendly and courteous.	5 - Strongly agree
The healthcare team treated you and your pet with care and compassion.	5 - Strongly agree
I clearly understood everything I learned in the visit and have no additional questions.	5 - Strongly agree
The Veterinarian listened to my concerns and answered my questions.	5 - Strongly agree
Did the receptionist team upon checking in verified all your contact information prior to the start of your appointment?	5 - Strongly agree
How likely is it that you will recommend us to a friend or colleague?	10 - Extremely likely

Comments: We and our pets have always been treated professionally and compassionately.

## Northwood Animal Hospital



Date of Survey: Oct 22, 2018

First name: Robbie last name: Teague Email:

Phone:

Question	Answer
The interior of the Hospital is clean, organized, comfortable, and has good fragrance.	4 - Agree
The appearance of our healthcare team was professional and clean.	4 - Agree
The greeting you and your pet received upon check-in was friendly and courteous.	4 - Agree
The healthcare team treated you and your pet with care and compassion.	4 - Agree
I clearly understood everything I learned in the visit and have no additional questions.	4 - Agree
The Veterinarian listened to my concerns and answered my questions.	4 - Agree
Did the receptionist team upon checking in verified all your contact information prior to the start of your appointment?	4 - Agree
How likely is it that you will recommend us to a friend or colleague?	10 - Extremely likely

Comments: Very nice and caring employees



## Northwood Animal Hospital



Date of Survey: Oct 25, 2018

First name: Vicki Last name: Vanslyke Email:

Phone: \_\_\_\_\_

### Question

### Answer

The interior of the Hospital is clean, organized, comfortable, and has good fragrance.

5 - Strongly agree

The appearance of our healthcare team was professional and clean.

5 - Strongly agree

The greeting you and your pet received upon check-in was friendly and courteous.

5 - Strongly agree

The healthcare team treated you and your pet with care and compassion.

5 - Strongly agree

I clearly understood everything I learned in the visit and have no additional questions.

5 - Strongly agree

The Veterinarian listened to my concerns and answered my questions.

5 - Strongly agree

Did the receptionist team upon checking in verified all your contact information prior to the start of your appointment?

5 - Strongly agree

NEW CLIENTS ONLY: Did you receive a new client welcome gift goodie bag for your pet?

5 - Strongly agree

How likely is it that you will recommend us to a friend or colleague?

10 - Extremely likely

Comments: Everyone was extremely friendly and I felt my pet was in good hands

## Northwood Animal Hospital



Date of Survey: Oct 26, 2018

First name: Last name: Email:

Phone: \_\_\_\_\_

### Question

### Answer

The interior of the Hospital is clean, organized, comfortable, and has good fragrance.

4 - Agree

The appearance of our healthcare team was professional and clean.

5 - Strongly agree

The greeting you and your pet received upon check-in was friendly and courteous.

5 - Strongly agree

The healthcare team treated you and your pet with care and compassion.

5 - Strongly agree

I clearly understood everything I learned in the visit and have no additional questions.

5 - Strongly agree

The Veterinarian listened to my concerns and answered my questions.

5 - Strongly agree

Did the receptionist team upon checking in verified all your contact information prior to the start of your appointment?

5 - Strongly agree

How likely is it that you will recommend us to a friend or colleague?

9

Comments:

## Northwood Animal Hospital



Date of Survey: Oct 26, 2018

First name: Carrie Last name: Huffman Email:

Phone:

### Question

### Answer

The interior of the Hospital is clean, organized, comfortable, and has good fragrance.

5 - Strongly agree

The appearance of our healthcare team was professional and clean.

5 - Strongly agree

The greeting you and your pet received upon check-in was friendly and courteous.

5 - Strongly agree

The healthcare team treated you and your pet with care and compassion.

5 - Strongly agree

I clearly understood everything I learned in the visit and have no additional questions.

5 - Strongly agree

The Veterinarian listened to my concerns and answered my questions.

5 - Strongly agree

Did the receptionist team upon checking in verified all your contact information prior to the start of your appointment?

5 - Strongly agree

How likely is it that you will recommend us to a friend or colleague?

10 - Extremely likely

Comments:

## Northwood Animal Hospital



Date of Survey: Oct 26, 2018

First name: Tyler Last name: Covington Email:

Phone:

### Question

### Answer

The interior of the Hospital is clean, organized, comfortable, and has good fragrance.

5 - Strongly agree

The appearance of our healthcare team was professional and clean.

5 - Strongly agree

The greeting you and your pet received upon check-in was friendly and courteous.

5 - Strongly agree

The healthcare team treated you and your pet with care and compassion.

5 - Strongly agree

I clearly understood everything I learned in the visit and have no additional questions.

5 - Strongly agree

The Veterinarian listened to my concerns and answered my questions.

5 - Strongly agree

Did the receptionist team upon checking in verified all your contact information prior to the start of your appointment?

5 - Strongly agree

NEW CLIENTS ONLY: Did you receive a new client welcome gift goodie bag for your pet?

5 - Strongly agree

How likely is it that you will recommend us to a friend or colleague?

10 - Extremely likely

Comments:

## Northwood Animal Hospital



Date of Survey: Oct 26, 2018

First name:    last name:    Email:

Phone:

Question	Answer
The interior of the Hospital is clean, organized, comfortable, and has good fragrance.	4 - Agree
The appearance of our healthcare team was professional and clean.	5 - Strongly agree
The greeting you and your pet received upon check-in was friendly and courteous.	5 - Strongly agree
The healthcare team treated you and your pet with care and compassion.	5 - Strongly agree
I clearly understood everything I learned in the visit and have no additional questions.	5 - Strongly agree
The Veterinarian listened to my concerns and answered my questions.	5 - Strongly agree
Did the receptionist team upon checking in verified all your contact information prior to the start of your appointment?	5 - Strongly agree
How likely is it that you will recommend us to a friend or colleague?	9

Comments:

## Northwood Animal Hospital



Date of Survey: Oct 26, 2018

First name:    last name:    Email:

Phone:

Question	Answer
The interior of the Hospital is clean, organized, comfortable, and has good fragrance.	4 - Agree
The appearance of our healthcare team was professional and clean.	5 - Strongly agree
The greeting you and your pet received upon check-in was friendly and courteous.	5 - Strongly agree
The healthcare team treated you and your pet with care and compassion.	5 - Strongly agree
I clearly understood everything I learned in the visit and have no additional questions.	5 - Strongly agree
The Veterinarian listened to my concerns and answered my questions.	5 - Strongly agree
Did the receptionist team upon checking in verified all your contact information prior to the start of your appointment?	5 - Strongly agree
How likely is it that you will recommend us to a friend or colleague?	9

Comments:

## Northwood Animal Hospital



Date of Survey: Oct 26, 2018

First name: Carrie Last name: Huffman Email: [redacted]

Phone: [redacted]

Question	Answer
The interior of the Hospital is clean, organized, comfortable, and has good fragrance.	5 - Strongly agree
The appearance of our healthcare team was professional and clean.	5 - Strongly agree
The greeting you and your pet received upon check-in was friendly and courteous.	5 - Strongly agree
The healthcare team treated you and your pet with care and compassion.	5 - Strongly agree
I clearly understood everything I learned in the visit and have no additional questions.	5 - Strongly agree
The Veterinarian listened to my concerns and answered my questions.	5 - Strongly agree
Did the receptionist team upon checking in verified all your contact information prior to the start of your appointment?	5 - Strongly agree
How likely is it that you will recommend us to a friend or colleague?	10 - Extremely likely

Comments:

## Northwood Animal Hospital



Date of Survey: Oct 27, 2018

First name: Bethany Last name: Klein Email: [redacted]

Phone: [redacted]

Question	Answer
The interior of the Hospital is clean, organized, comfortable, and has good fragrance.	5 - Strongly agree
The appearance of our healthcare team was professional and clean.	5 - Strongly agree
The greeting you and your pet received upon check-in was friendly and courteous.	5 - Strongly agree
The healthcare team treated you and your pet with care and compassion.	5 - Strongly agree
I clearly understood everything I learned in the visit and have no additional questions.	5 - Strongly agree
The Veterinarian listened to my concerns and answered my questions.	5 - Strongly agree
Did the receptionist team upon checking in verified all your contact information prior to the start of your appointment?	5 - Strongly agree
NEW CLIENTS ONLY: Did you receive a new client welcome gift goodie bag for your pet?	5 - Strongly agree
How likely is it that you will recommend us to a friend or colleague?	10 - Extremely likely

Comments: Great experience.



Date of Survey: Oct 30, 2018

First name: Alice Last name: Ervin Email:

Phone: \_\_\_\_\_

Question	Answer
The front desk team greeted and welcomed you and your pet upon arrival. During check-in your contact information was verified.	5 - Strongly agree
During your visit to the hospital, the interior seemed clean, organized, comfortable, and had good fragrance.	5 - Strongly agree
The appearance of our entire healthcare team was professional and clean.	5 - Strongly agree
The healthcare team treated you and your pet with care and compassion.	5 - Strongly agree
The Veterinarian and medical team listened to my concerns and answered my questions.	5 - Strongly agree
During your appointment one of our team members thanked you for business and for your visit.	5 - Strongly agree
How likely is it that you will recommend us to a friend or colleague?	10 - Extremely likely

Comments: Our first visit was a possible emergency and all of staff were wonderful.